

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings of claims in the application:

Listing of Claims:

1. (Original) A method for managing a plurality of failures in a video and data network comprising:
 - discovering a failure in the video and data network;
 - correlating the failure with the plurality of failures to determine related failures;
 - isolating a root cause of the failure;
 - suppressing the related failures that were generated as a result of the root cause failure;
 - determining if the root cause is automatically resolvable; and
 - if the root cause is automatically resolvable, resolving the root cause.
2. (Original) The method of claim 1, wherein the video and data network comprises a Digital Subscriber Line (xDSL) network.
3. (Original) The method of claim 1, wherein the video and data network comprises a Very high bit rate DSL (VDSL) network.
4. (Original) The method of claim 1, further comprising creating a repair ticket for the failure.
5. (Original) The method of claim 1, wherein correlating the failure comprises:
 - interacting with a physical network transport inventory; and
 - determining upstream and downstream physical network elements from the failure.

6. (Original) The method of claim 5, wherein correlating the failure comprises:
interacting with a virtual network transport inventory; and
determining upstream and downstream virtual network elements from the failure.
7. (Original) The method of claim 6, wherein correlating the failure comprises:
correlating related failures from the upstream and downstream physical and virtual network elements with the failure.
8. (Original) The method of claim 1, wherein isolating the root cause of the failure comprises gathering performance data.
9. (Original) The method of claim 1, wherein isolating the root cause of the failure comprises performing tests on the video and data network.
10. (Original) The method of claim 9, wherein performing tests on the network comprises performing a physical connectivity test.
11. (Original) The method of claim 10, wherein the physical connectivity test comprises a Physical Loop Test.
12. (Original) The method of claim 9, wherein performing tests on the video and data network comprises performing a virtual connectivity test.
13. (Original) The method of claim 12, wherein the physical connectivity test comprises an Operations And Maintenance (OAM) test.

14. (Original) The method of claim 1, further comprising determining one or more user's affected by the failure.

15. (Original) The method of claim 14, wherein determining one or more user's affected by the failure comprises using customer data to correlate the one or more users to the root cause.

16. (Original) The method of claim 1, further comprising notifying the one or more user's affected by the root cause.

17. (Original) The method of claim 1, further comprising opening a repair ticket in one or more records of the one or more user's affected by the root cause.

18. (Original) The method of claim 17, further comprising determining when the root cause was resolved.

19. (Original) The method of claim 18, further comprising closing the repair ticket in the one or more records of the one or more user's affected by the root cause when the root cause has been resolved.

20. (Original) The method of claim 19, wherein notifying the one or more user's affected by the root cause when the root cause is resolved.

21. (Original) The method of claim 20, further comprising validating the resolution of the root cause.

22. (Original) The method of claim 21, wherein validating the resolution of the failure comprises testing a physical connectivity of the video and data network.

23. (Original) The method of claim 21, wherein validating the resolution of the failure comprises testing a virtual connectivity of the video and data network.

24. (Original) The method of claim 1, further comprising storing the root cause and failure in a history of failures.